

SES EMPLOYEES (BUREAU DIRECTORS) – OBJECTIVES & COMPETENCIES

SES OBJECTIVES

The following objectives are required for all bureau directors/SES employees; these objectives will be pre-loaded to each employee's performance plan and must not be deleted.

1. Provide positive direction in the implementation of EEO programs, such as EEO, Diversity, Sexual Harassment, and ADA through training and monitoring to ensure compliance with federal and state statutes. Ensure equitable practices are adhered to in the areas of selection, hiring, assignment, discipline, and training. Demonstrate commitment to workplace safety through maintaining and monitoring LARA safety policies and procedures and safe work conditions. Respond promptly to reporting requirements for information on these practices.
2. Complete formal performance plans within 30 days of the beginning date of the review period for all direct reports; complete formal fair and objective performance appraisals within 30 days of the end date of the review period. Reviews must demonstrate strong commitment to performance appraisal and feedback through development of goals, objectives, and expectations.
3. Monitor subordinate employees to ensure that timeliness, productivity, and quality standards and metrics established by state and federal law or LARA or agency policy and practice are met.
4. Receive no more than three valid written customer complaints during the one-year review period.
5. Initiate and complete three (3) RPM projects impacting major customer facing processes in your Agency/Bureau. Projects will detail major customer service advantages while not impacting regulatory responsibilities. (See www.michigan.gov/rpm)
6. Foster and encourage employee engagement/inclusion committees at Agency/Bureau level. Provide leadership to the committees to make recommendations on customer service/process improvements and core employee needs such as training and IT.
7. Reassess communications within your Agency/Bureau to ensure that all employees can communicate good government ideas freely and directly to Agency leadership.
8. Take specific action to implement steps to streamline the regulatory process in your area of responsibility.

It is typically appropriate to identify additional objectives specific to job functions for SES employees; these are at the discretion of the manager/rater.

SES COMPETENCIES

The required competencies listed below will be pre-loaded for each employee and must be retained. Additional competencies may not be added to an employee's performance plan.

1. Aligning Performance for Success
2. Customer Focus
3. Decision Making
4. Developing a Successful Team
5. Strategic Planning
6. Technical/Professional Knowledge and Skills

NOTE: The above requirements, as well as additional information and job aids, are available from the OHR web page: www.michigan.gov/laraohr by clicking on the *Performance Management* link.